

Sawallesh

Robert F. Sawallesh

Lieutenant Colonel, US Army, Retired

2541 Brimhollow Drive, Valrico, FL 33596

813-654-3900

pentagonmaverick@aol.com

13 January 2020

FILED
U.S. BANKRUPTCY COURT
2020 JAN 21 P 2:34
S.D. OF N.Y.

Judge Robert D. Drain
United States Bankruptcy Court
Southern District of New York
300 Quarropas Street
White Plains, NY 10601-4140

Subject: Claim Against Sears Holdings Corporation (Old Sears)

Reference: Crains's Chicago Business, 10 December 2019, "Sears bankruptcy brawl gets an examiner on contested millions." Tab A.

Dear Judge Drain:

I am a former summer employee of Sears, Roebuck and Company. To help pay my way through college in the early 1960s, I worked one summer in the paint department at Sears, Roebuck and Company in Miami, Florida. It was a great company.

Today at "Old Sears" at the Brandon Westfield Mall in Bandon, Florida, many of the shelves are empty or nearly empty and the some of the large wall displays no longer have merchandize. They are just blank, messed up walls. I majored in marketing education in college. There are Sears "Confidential" documents on some of these empty walls and shelves and I find this rather unusual.

In 2018 I had Sears Home Warranty which was outsourced to Cross Country Home Warranty. We had a water leak in our master bathroom and Cross Country contacted Kentex Plumbing of Tampa, Florida. The Kentex Plumber said the water leak was coming from the floor slab and that Kentex does not repair this type of water pipe floor slab leaks.

I asked the plumber if I should turn of the water and he said no. This was a gross error and misdiagnosis by the plumber because the water pipe leak was not in the floor slab, it was in the wall. I was not happy with Kentex Plumbing and I immediately contacted my home insurance and they covered the repairs. The water should have been immediately turn off at the curb because it was a wall water pipe leak.

I filed two claims at the same time against Sears/Cross Country Home Warranty:

First: The cost of the plumber to travel to our home was \$75.00. That claim was honored. I received a check for \$75.00 from Cross Country on 13 September 2019. See Tab B, page 6-1.

Lastly: The annual cost of the Sears/Cross Country Home Warranty was \$839.00. I offered to settle this amount for \$629.00, which is 75% of \$839.00. By phone message, Cross Country said that they will not pay the \$629. They refuse to put this in writing to me by Email.

On 05 November 2019 I sent a letter to the CEO of Sears Holdings Corporation regarding my claim for \$629.00. They never responded. See Tab B.

My last two Emails to Cross Country are at Tab C. The Florida State Government Office of Consumer Affairs Complaints has no doubt closed this case or it will be closed.

I have not consulted an attorney on this case.

Very respectfully.

A handwritten signature in black ink that reads "Robert F. Sawallesh". The signature is written in a cursive style with a long, sweeping underline.

Robert F. Sawallesh

A

CRAIN'S CHICAGO BUSINESS

December 10, 2019 03:47 PM

Sears bankruptcy brawl gets an examiner on contested millions

A federal judge has named an examiner in the ongoing fight between the estate of Sears and the ESL Investments unit that bought the company out of bankruptcy.



Bloomberg

A federal judge has named an examiner in the ongoing fight between the estate of Sears and the ESL Investments unit that bought the company out of bankruptcy.

(Bloomberg) — The federal judge overseeing the bankruptcy of Sears Holdings Corp. appointed an examiner in the ongoing fight between the bankrupt estate of Sears and the ESL Investments Inc. unit that bought the company out of bankruptcy, according to a new court filing.

Lawyers for the estate and the ESL subsidiary that bought the retailer, Transform Holdco LLC, haven't been able to agree on three issues including the value of inventory the estate handed over to Transform when the sale closed.

Michael Wyse, the managing director of Wyse Advisors LLC, will calculate final figures for the prepaid inventory shortfall, cash reconciliation and the specified receivables shortfall,

according to the filing.

Transform previously said the prepaid inventory shortfall was at least \$72 million. U.S. Bankruptcy Judge Robert Drain ordered the estate and Transform to cooperate with Wyse and comply with any requests for documents or information.

The two sides have been engaged in an ugly fight since shortly after the \$5 billion sale was approved in February. The Sears estate sued ESL founder Eddie Lampert in April for allegedly transferring billions of dollars in company assets when the retailer was insolvent.

Lampert sued the estate the following month for allegedly failing to deliver “hundreds of millions of dollars of assets” called for by the sales agreement.

The case is Sears Holdings Corp., 18-23538, U.S. Bankruptcy Court, Southern District of New York (White Plains)

EARLIER



Sears cuts hundreds of corporate jobs



Sears lines up \$250M in financing—and plans to shutter a third of its stores



Sears considers selling DieHard brand: report

Inline Play

Source URL: <https://www.chicagobusiness.com/retail/sears-bankruptcy-brawl-gets-examiner-contested-millions>

Received 15 NOV 2019 — RFS

SENDER: COMPLETE THIS SECTION		COMPLETE THIS SECTION ON DELIVERY																	
<ul style="list-style-type: none">■ Complete items 1, 2, and 3.■ Print your name and address on the reverse so that we can return the card to you.■ Attach this card to the back of the mailpiece, or on the front if space permits.		<p>A. Signature X <i>Derrick Bragdon</i> <input type="checkbox"/> Agent <input type="checkbox"/> Addressee</p> <p>B. Received by (Printed Name) <i>Derrick Bragdon</i> Date of Delivery</p> <p>D. Is delivery address different from item 1? <input type="checkbox"/> Yes If YES, enter delivery address below: <input type="checkbox"/> No</p>																	
<p>1. Article Addressed to: <i>Mr. Edward W. Lampert</i> <i>Chairman & CEO</i> <i>Sears Holdings Corp</i> <i>3333 Beverly Rd</i> <i>Hoffman Estates, IL 60179</i></p>  <p>9590 9402 5403 9189 9946 63</p>		<p>3. Service Type</p> <table border="0"><tr><td><input type="checkbox"/> Adult Signature</td><td><input type="checkbox"/> Priority Mail Express®</td></tr><tr><td><input type="checkbox"/> Adult Signature Restricted Delivery</td><td><input type="checkbox"/> Registered Mail™</td></tr><tr><td><input type="checkbox"/> Certified Mail®</td><td><input type="checkbox"/> Registered Mail Restricted Delivery</td></tr><tr><td><input type="checkbox"/> Certified Mail Restricted Delivery</td><td><input type="checkbox"/> Return Receipt for Merchandise</td></tr><tr><td><input type="checkbox"/> Collect on Delivery</td><td><input type="checkbox"/> Signature Confirmation™</td></tr><tr><td><input type="checkbox"/> Collect on Delivery Restricted Delivery</td><td><input type="checkbox"/> Signature Confirmation Restricted Delivery</td></tr><tr><td><input type="checkbox"/> red Mail</td><td></td></tr><tr><td><input type="checkbox"/> red Mail Restricted Delivery (r \$500)</td><td></td></tr></table>		<input type="checkbox"/> Adult Signature	<input type="checkbox"/> Priority Mail Express®	<input type="checkbox"/> Adult Signature Restricted Delivery	<input type="checkbox"/> Registered Mail™	<input type="checkbox"/> Certified Mail®	<input type="checkbox"/> Registered Mail Restricted Delivery	<input type="checkbox"/> Certified Mail Restricted Delivery	<input type="checkbox"/> Return Receipt for Merchandise	<input type="checkbox"/> Collect on Delivery	<input type="checkbox"/> Signature Confirmation™	<input type="checkbox"/> Collect on Delivery Restricted Delivery	<input type="checkbox"/> Signature Confirmation Restricted Delivery	<input type="checkbox"/> red Mail		<input type="checkbox"/> red Mail Restricted Delivery (r \$500)	
<input type="checkbox"/> Adult Signature	<input type="checkbox"/> Priority Mail Express®																		
<input type="checkbox"/> Adult Signature Restricted Delivery	<input type="checkbox"/> Registered Mail™																		
<input type="checkbox"/> Certified Mail®	<input type="checkbox"/> Registered Mail Restricted Delivery																		
<input type="checkbox"/> Certified Mail Restricted Delivery	<input type="checkbox"/> Return Receipt for Merchandise																		
<input type="checkbox"/> Collect on Delivery	<input type="checkbox"/> Signature Confirmation™																		
<input type="checkbox"/> Collect on Delivery Restricted Delivery	<input type="checkbox"/> Signature Confirmation Restricted Delivery																		
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<p>2. Article Number (Transfer from service label) 7019 1120 0001 9132 7044</p>																			

PS Form 3811, July 2015 PSN 7530-02-000-9053

Domestic Return Receipt

Sawallesh

Robert F. Sawallesh
Lieutenant Colonel, US Army, Retired
2541 Brimhollow Drive, Valrico, FL 33596
813-654-3900
pentagonmaverick@aol.com

05 November 2019

Mr. Edward S. Lampert, Chairman & CEO
Sears Holdings Corporation
3333 Beverly Road
Hoffman Estates, IL 60179

Subject: Sears Home Warranty through Cross Country Home Services: Delay, Delay and More
Delays; Failure to Refund \$839.88 – Cost of Sears Home Warranty Coverage: Florida
Consumer on-line complaint No. 354446, Case No. 1906-20585 /SAF.

Dear Mr. Lampert:

I have been a customer at Sears since the 1950s and which includes right up to the present at Sears in the Brandon Westfield Mall in Brandon, Florida. I worked part of my way through college working one summer in the paint department at Sears in Miami, Florida.

For many years my wife and I have had the Sears Home Warranty Plan. The service personnel were Sears employees and they lived in our area and we knew them by their first name. We never had a problem.

We never had a problem that is, until Sears Home Warranty outsourced their home warranty services. We live in Valrico, Florida and during one request through your Sears Home Warranty outsourcing program, the plumber who called us was from Greater Orlando area. This could have been a two to a four hour or even a six-hour round trip for him depending on the traffic congestion. Needless to say, he declined this potential work order opportunity. The following is a background and history of the current problem:

Problem and Background, 2017-2019: Last year we had a big water spot on our master bedroom rug area which was next to the master bathroom. What we thought was a roof leak due to rain fall turned out to be a water pipe leak in the bathroom wall and the leakage soaked through the walls on to the concrete floor and rugs.

Encl 1: 19 July 2017: My wife and I paid \$839.88 for the Sears Home Warranty which was through HomeSure of America, Inc which is part of Cross Country Home Services.

Encl 2: 20 July 2018: A big water spot is seen on the master bathroom rug next to the master bathroom and my wife and I look at the ceiling thinking that the roof is leaking. There is no roof leak. We then call Cross Country Home Services and they send out Kentex Plumbing LLC of

Tampa. **The Kentex plumber checks the area and states that the [water] seepage is coming up from the bathroom floor. He states that there is no coverage for the access. I ask if I**

should turn off the water from the outside and he says no. I check the Internet and see that some plumbing in homes is within the floor slab. Frantic calls are then made to Cross Country and my insurance company, USAA. USAA states that I am covered and I start the process to repair the water damage.

Encl 3: 23 July 2018: USAA recommends American Leak Detection Company and they state the leak is in the wall.

Note the Kentex plumber stated the seepage was coming up from the bathroom floor. Therefore, since the leak was coming from the wall, the outside water should have been turned off immediately. The Kentex plumber made a gross error in telling me not to turn off outside the water. The turnoff valve is located at the street curb area.

USAA reimbursed me for the \$350 cost of the leak detection.

Encl 4: 23 July 2018: I then begin frantic calls to get a plumber to come out on this date. After four or five calls and explaining the situation, the Drain Team send a plumber out and the repairs cost me \$277.95 which includes a military discount. The last thing that I am going to do is call Kentex Plumbing of Sears/Cross Country Home warranty due to their gross error in mis-diagnosing a water leak.

Fast Forward to 2019: Because of the gross error by Kentex Plumbing of Sears/Cross Country Home Warranty in stating that the leak was seeping up from the bathroom floor, I am now seeking refunds from Sears Home Warranty. In refunds, I requested \$75 which was the Kentex Plumbing Service fee and a refund of the Sears Home Warranty annual cost which was \$839.88.

Encl 5: 04 September 2019: In conversation with Ms. Esaw of Cross Country I agreed to accept the \$75 and I offered to settle the \$839.88 annual fee at 75% which is \$629. She said that a Mr. Edward would call me back in one hour. That never happened.

Encl 6: 09 September 2019: On this date I received a check from Cross Country Home Services in the amount of \$75.00 which covers the Kentex service fee of \$75.00. That leaves a refund request of \$839.88 for the Sears Home Warranty annual cost.

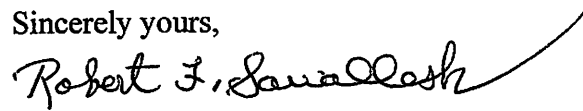
Encl 7 – 15 October 2019: See enclosure 8-4: After numerous attempts to contact Mr. "Edward" in regard to the \$839.88 / \$629 refund, I receive a phone message from Mr. "Edward" stating that there is nothing he can do and there will be no further refund. I in turn Email Mr. "Edward" thru Ms. Esaw and request an Email from Mr. "Edward" stating that there will be no further refund. I never got a response. Again, I was supposed to hear from "Mr. Edward" within the hour on 04 September 2019...this never happened until 15 October 2019.

I have maintained memorandum of records throughout this entire case. The copies of the Emails which I have enclosed are just the "tip of the iceberg." Cross Country should have a complete file if you asked for them. And I will be happy to forward my complete file to you.

I offered to settle the \$839.88 for \$629 and I am put through a "Merry-Go-Round Exercise" with multiple people involved.

Bottom line: What do I do next?

Sincerely yours,

A handwritten signature in black ink, reading "Robert F. Sawallesh". The signature is fluid and cursive, with a long, sweeping underline that extends to the right.

Robert F. Sawallesh
Lieutenant Colonel, US Army, Retired.

PS: I can easily put this into a Power Point presentation with many photographs.

Cc:
Ms. Sheryl Ann Fountain
Regulatory Specialist III
Florida Department of Agricultural & Consumer Affairs
Division of Consumer services
2005 Apalachee Parkway
Tallahassee, Florida 32399



Coverage Summary

HomeSure of America, Inc.
P.O. Box 550607
Fort Lauderdale, Florida 33355

Contract Number: 98705825	Cost: \$839.88 / annually	Plan Holder: Robert & Sawallesh 2541 Brimhollow Dr Valrico, FL 33596-5744
Service Call Fee: \$100	Aggregate Annual Claim Limit: \$50,000	
Covered Property: 2541 Brimhollow Dr Valrico, FL 33596-5744		
Request Date: 07/19/2017	Effective Date: 08/18/2017	

This coverage includes protection of the following items:

Primary Central Cooling System
Primary Central Heating System
Water Heater
Water Softener
Plumbing/Pipes

Electrical System
Garage Door Opener
Garbage Disposal
Jetted Bathtub
Refrigerator with Built-In Ice

Dispenser
Dishwasher (Built-in)
Microwave Oven (Built-in)
Range/Oven/Cooktop
Range Exhaust Unit

Trash Compactor (Built-in)
Washer
Dryer

Additional Coverage

Optional Coverage

State / Other Specifics

The rate charged for this contract is not subject to regulation by the Office of Insurance Regulation.

The State of Florida stipulates that seller coverage during the listing period may not be provided free of charge.

Service, Item 2 is hereby amended with the addition of the following: If it is determined, at our sole discretion, that it is not a qualified emergency, the contract holder may be subject to the cost of the additional fees for any covered service.

Cancellation, Item 2 is amended as follows: Cancellation after 30 days; refund will be based on 90% of unearned pro rata contract fees actually paid, less any claims paid. Cancellation by the Issuing Company for reasons other than fraud, misrepresentation or non-payment will refund based upon 100% of unearned pro rata contract fees actually paid, less any claims paid.

Other Conditions, Assignment, is replaced with the following: In the event of assignment or transfer of title of the covered property, this Agreement may be assigned and/or transferred, for the continuing coverage of the property, subject to a transfer fee up to \$40.00.

Certain items and events are not covered by this contract. Please refer to General Exclusions and Limitations, of the Home Warranty Agreement for details.

AGENT SIGNATURE _____

THIS AGREEMENT IS SUBJECT TO CONDITIONS AND PROVISIONS SET FORTH IN THE ATTACHED AGREEMENT. PLEASE READ COVERAGE, EXCLUSIONS AND LIMITATIONS CAREFULLY. PLEASE SEE FOLLOWING PAGES FOR A MORE DETAILED EXPLANATION.

For service or claims questions regarding this plan, call us toll free, anytime day or night at (855) 256-2467

This Agreement is issued by HomeSure Services, Inc., except in the following states where it is issued by the identified entity: in Alabama, Arizona, Florida, Illinois, Iowa, Massachusetts, Nevada, New Hampshire, New Mexico, New York, North Carolina, Oklahoma, South Carolina, Texas, Utah, Vermont, Washington, Wisconsin and Wyoming by HomeSure of America, Inc.; in California by HomeSure Protection of California, Inc.; and in Virginia and Oregon by HomeSure of Virginia, Inc. Services are provided by independent tradespeople/contractors. OR CCB# 202158

Enc-1

11/5/2019

Re: Kintex Plumbing. - Ella M.

18-23538-shl Doc 6390 Filed 01/21/20 Entered 01/23/20 12:30:14 Main Document

Subject: **Re: Kintex Plumbing. - Ella M.** Pg 11 of 30

Date: 5/9/2019 10:48:56 AM Eastern Standard Time

From: jobsfl@kintexplumbing.com

To: pentagonmaverick@aol.com

Good morning

Attached is a paid invoice for the service from July 2018 it includes the types report from the technician

Best Regards,

Kintex Plumbing LLC

Tampa # (813) 444-4990

South Florida # (954) -343-6554

Visit Our Website

On Tue, May 7, 2019 at 4:04 PM <pentagonmaverick@aol.com> wrote:

Dear Sir / Madam:

Would you pls forward a readable copy via Email of the below Kintex Plumbing order from 19 July 2018. The copy that I have is barely readable.

Thank you,

Bob Sawallesh

In a message dated 7/20/2018 4:38:45 PM Eastern Standard Time, jobsfl@kintexplumbing.com writes:

Good Afternoon,

Per our conversation on 07/20/2018. We are the plumbing contractor company. I have informed you that we have submitted our diagnosis to your home warranty company Cross Country Home Services also commonly referred to as Sears. At this time Cross Country has denied us moving forward with any work to be done at your property at this time. In order for us to proceed work we need to be dispatched with approval from your warranty company. Cross Country can be contacted at 1800-331-7421 . Please see your Claim Number below, This number allows the warranty company to pull up your claim. So that they are able to provide you with your coverage and reasoning as to why further work was denied.

Claim # SCCL7QVB3M-1

Thank You,

ELLA. M

Contact our office at contact provided below.

Kintex Plumbing LLC

Tampa # (813) 444-4990

South Florida # (954) -343-6554

Visit Our Website

Encl-2-1



Kintex Plumbing LLC

Corporate Office: | 11261 Richmond Ave #G107 | Houston, Tx 77082
954-343-6554 | info@kintexplumbing.com | www.kintexplumbing.com

RECIPIENT:

ROBERT SAWALLESH

Cross Country Home Service
Phone: 813-654-3900

SERVICE ADDRESS:

2541 BRIMHOLLOW DR
Valrico, Florida 33596

Invoice #13463

Issued	07/20/2018
Due	09/03/2018
Paid	07/20/2018

Total	\$75.00
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For Services Rendered

SERVICE / PRODUCT	DESCRIPTION	QTY.	UNIT COST	TOTAL
07/19/2018 Cross Country Home Services	CCHS# SCCL7QVB3M-1--- seepage coming up from the bathroom floor Report: Slab leak in the master bathroom The water meter is running when everything is off in the house. The leak is from cold water pipe located around the vanity cabinet No Access No Coverage for access	1	\$75.00	\$75.00

Thank you for your business. Please contact us with any questions regarding this invoice.

Total	\$75.00
Paid	- \$75.00
Invoice balance	\$0.00

Encl-2-2



**AMERICAN
LEAK
DETECTION**

THE ORIGINAL LEAK SPECIALISTS™

1745 Grand Blvd
Holiday, FL 34690
800-373-5036
FAX 727-940-5554

Claim #/P.O. #		Billing # 813-654-3900	Order Taken By Jennie	INVOICE # 50807
BILLING ADDRESS Sawalles 2541 Brimhollow Dr Valrico, FL 33596		Tech TJD		Order Date 7/23/2018
SITE ADDRESS Sawalles 2541 Brimhollow Dr Valrico, FL 33596		Referral		Start Date 7/23/2018
		Site # 813-654-3900		Completed Date 7/23/2018
ITEM	DESCRIPTION			AMOUNT
DCO	Domestic Slab Leak Detection and Source & Origin Report Paid \$350.00 Transaction ID 40832429027			350.00
Ordered By Sawalles		Ordered #		Total \$350.00
				Balance Due \$0.00

American Leak Detection will use its best efforts to accurately detect the leak location(s). If failed on the first attempt we will either retest for the leak or refund the customer's money at our sole option.

Pool Leak Detections: All leak location and detection work is guaranteed on all testable systems for 60 days from the date of completion. We will re-test the system or refund the detection fee at our sole option if it is reported within the above 60-day period that a system is losing 1/4" or more a day, above evaporation. We will not be liable for any consequential losses. Full guarantee is offered on full detection services only.

Guarantee On Repairs: Minor repairs made by American Leak Detection are guaranteed for 60 days. Major repairs are guaranteed for 2 years. All repairs are guaranteed from date of completion and for defective workmanship only.

Enc/-3-1

July 23, 2018

Identified causes & summary

If applicable, the following items were identified as to the origin of water and/or damage to the residence:

Complete electronic leak detection was performed on all pressurized plumbing. A leak was found inside the wall behind the exterior hose outlet. This wall is also shared with the master bathroom sink vanity. This leak is responsible for all the surrounding damage. The leak appears to be above the slab level inside the block wall and can be accessed from the exterior of the home.

Not in the floor slab!

**LEAK
DETECTION****Work Order Form**

We want to know what you think about our service.
 Let us know at AmericanLeakDetection.com/survey
THIS IS NOT AN INVOICE

THE ORIGINAL LEAK SPECIALISTS™
 P.O. Box 144 • Port Richey, FL 34673
 800-373-5036

CROSS STREET: _____

PO# / CLAIM #: _____

DEDUCTIBLE: _____

2018

<input type="checkbox"/> RESIDENTIAL <input type="checkbox"/> COMMERCIAL <input type="checkbox"/> INDUSTRIAL <input type="checkbox"/> APARTMENT/CONDO <input type="checkbox"/> MUNICIPAL		JOB INFORMATION	
POOL / SPA		DATE: _____ TIME OF CALL: _____	
TYPE: <input type="checkbox"/> Pool <input type="checkbox"/> Spa <input type="checkbox"/> Fountain <input type="checkbox"/> w/Fall <input type="checkbox"/> Pool/Spa Combo		TAKEN BY: _____ REFERRAL: _____	
TYPE OF POOL: <input type="checkbox"/> Gunite <input type="checkbox"/> Vinyl <input type="checkbox"/> Fiberglass <input type="checkbox"/> Turbo/Valet Sys		TECH: <u>Took</u> CALLED IN: _____	
<input type="checkbox"/> Other _____ Pumps _____ Skimmers _____		DATE OF JOB: <u>7/23</u> TIME: _____	
IS POOL/SPA FULL: <input type="checkbox"/> Yes <input type="checkbox"/> No		SITE	
WATER LOSS WHEN RUNNING: <input type="checkbox"/> More <input type="checkbox"/> Less		NAME: <u>Saville</u>	
PROBLEM: <input type="checkbox"/> Water Loss <input type="checkbox"/> Airleak		CONTACT: _____	
How much water loss in 24 hours: _____ inches.		ADDRESS: <u>Bram hollow</u>	
SLAB		CITY/STATE: <u>valrico</u> ZIP: <u>33596</u>	
HOW DO THEY KNOW THERE IS A LEAK:		HM: _____ WK: _____	
<input type="checkbox"/> Water Damage <input type="checkbox"/> Hear Water Running <input type="checkbox"/> Hot Floor		CELL: _____ FAX: _____	
<input type="checkbox"/> Heater Always Running <input type="checkbox"/> Standing Water <input type="checkbox"/> Mold		EMAIL: _____	
Time Length of Symptoms: _____		BILLING	
WHAT HAVE THEY DONE?		NAME: _____	
Turned Off Water: <input type="checkbox"/> Yes <input type="checkbox"/> No Age of Home: _____		CONTACT: _____	
Turned Off Water Heater: <input type="checkbox"/> Yes <input type="checkbox"/> No		ADDRESS: _____	
Notified Insurance Co: <input type="checkbox"/> Yes <input type="checkbox"/> No		CITY/STATE: _____ ZIP: _____	
		HM: _____ WK: _____	
		CELL: _____ FAX: _____	
		EMAIL: _____	

PRE-VISIT NOTES:

Pentagon maverick@aol.com

ESTIMATE FOR LEAK DETECTION \$**ESTIMATE FOR REPAIRS \$**

Authorization: _____

Authorization: _____

SPECIALIST REPORT:

Complete Detection was performed. Leak was found on supply line behind exterior hose outlet. Leak is inside block wall. water Damage is result of above mentioned leak.

Detailed Report to follow via email

By signing below client agrees to the charges and acknowledges that the work is satisfactory.

DETECTION FEE: 350.00

REPAIRS: _____

SUB TOTAL: 350.00

SALES TAX: _____

TOTAL DUE: 350.00AMOUNT PAID: 350.00CHECK NUMBER: CC 0164

Signed _____

Date _____

Encl-3-3

CONTRACT AGREEMENT INVOICE 18-23538 sh/ Doc 6390 Filed 01/21/20 Entered 01/23/20 12:30:14 Main Document

CUSTOMER Robert Sawanash		<input type="checkbox"/> COMMERCIAL <input type="checkbox"/> RESIDENTIAL	<input type="checkbox"/> REPEAT <input type="checkbox"/> NEW	JOB PHONE #	MAP	CASH 1 <input type="checkbox"/> CHECK 0 <input type="checkbox"/> CR. CARD 2 <input type="checkbox"/> CH 3 <input type="checkbox"/> NG 4 <input type="checkbox"/> RC 5 <input type="checkbox"/> REF 6 <input type="checkbox"/> RESCH 7 <input type="checkbox"/> VOID 6 <input type="checkbox"/> OTHER 9 <input type="checkbox"/> CR <input type="checkbox"/> AU <input type="checkbox"/>				CONTRACT NUMBER 130577	
JOB ADDRESS 2541 Broomfield Dr.			CITY VALRICO	STATE FL	ZIP 33596					DATE 7/23/18	CALL TICKET
BILL TO:					OTHER PHONE #	CUSTOMER P.O. #				SERVICE PERSON NAME William	SERP # 368
ADDRESS			CITY	STATE	ZIP						

PROBLEM AREAS				TYPE SYSTEM			
1 <input type="checkbox"/> KITCHEN SINK	3 <input type="checkbox"/> WASH BOWL	5 <input type="checkbox"/> SHOWER	8 <input type="checkbox"/> STORM DRAIN	11 <input type="checkbox"/> URINAL	15 <input type="checkbox"/> S/L REPL	0 <input type="checkbox"/> SEWER	
2 <input type="checkbox"/> LAUNDRY LINE	4 <input type="checkbox"/> BATH TUB	6 <input type="checkbox"/> TOILET	9 <input type="checkbox"/> POOL DRAIN	12 <input type="checkbox"/> GREASE TRAP	16 <input type="checkbox"/> PLUMBING	1 <input type="checkbox"/> SEPTIC	
		7 <input type="checkbox"/> SEWER LATERAL	10 <input type="checkbox"/> SEPTIC TANK	13 <input type="checkbox"/> FLOOR DRAIN	17 <input type="checkbox"/> WHOLE HOUSE		
				14 <input type="checkbox"/> FLOOR SINK	18 <input type="checkbox"/> OTHER		

ACCESS		3 <input type="checkbox"/> MAN HOLE	6 <input type="checkbox"/> OTHER	MACHINE USED	
1 <input type="checkbox"/> TRAP		4 <input type="checkbox"/> C/O		CABLE:	DISTANCE:
2 <input type="checkbox"/> ROOF VENT		5 <input type="checkbox"/> FIXTURE			BLADE:

ITEM	DESCRIPTION OF SERVICES AND MATERIALS	ESTIMATE	ACTUAL
	fix leak @ Hose on left side of the house	150. ⁰⁰	
	knock hole in wall		
	replaced 1/2" Cooper tee and new Hose bibb check for leaks	300. ⁰⁰	
	vacuum breaker		
	10% Discount —————>		270. ⁰⁰

RECOMMENDATIONS:	LIMITED WARRANTY		I am satisfied with the work performed and 1) there is no physical damage caused by The Drain Team® or 2) any damage caused by The Drain Team® has been taken care of to my satisfaction.
	<input type="checkbox"/> NO WARRANTY	<input type="checkbox"/> YES (see back for details) PERIOD COVERED <u>30 days</u>	

CAUSE OF BLOCKAGE: _____ X _____

EXTENDED SERVICES:	LABOR \$ _____ PER 1/4 HOUR @ _____ HRS		
	CABLE \$ _____ PER ADDITIONAL CABLE DRUM		

MATERIALS	NO.	QTY.	PRODUCT	AMOUNT	FUEL/MISC FEES		7.95
		1)	DRAIN-DEGREASER™		SERVICE		
					MATERIALS		
					SUB TOTAL		
			MATERIAL LIST ATTACHED		SALES TAX		
			TOTAL MATERIALS		ESTIMATE TOTAL		
					PLEASE PAY THIS AMOUNT		
					TOTAL →		277.95

CASH	CHECK	CR. CARD	CH	CONTRACT NUMBER	130577
1□	0□	2□	3□		
NG	RC	REF	RESCH		
4□	5□	6□	7□		
VOID	OTHER	CR			
6□	9□	AU		DATE	CALL TICKET
				7/23/18	
CUSTOMER P.O. #				SERVICE PERSON NAME	SERP #
				William	368

CHECK AND CREDIT CARD INFORMATION	
Driver's License # _____	Expiration Date _____


FAST PROFESSIONAL PLUMBING

The
DRAIN
team.

DRAINTM
WRANGLERS

CITI PLUMBINGTM
high tech solutions for old problems

Lic. # CFC057627

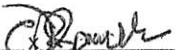
 THE DRAIN TEAM
2025 WILD ACRES ROAD
LARGO, FL 33771
800-863-1079

SEE BACK of Contract for LOCAL office phone number

I am the owner of the property or his duly authorized agent and attest that no chemicals have been used in the drain system during the last 48 hours except _____ (if none, enter "none"). The estimated price does not include sales or other tax, if any, nor does it cover unforeseen parts or labor which may be needed after the work begins. Written customer authorization will be obtained before any extended work.


The Drain Team[®] does not assume any responsibility for any damage to pipes in the course of cleaning any drain or sewer line and does not assume any responsibility for breakage of any toilet, P-trap, or fixture while being pulled or damages to property from defective replacement parts manufactured by others. I authorize the performance of the work subject to all the terms and conditions set forth on the face and reverse hereof. This contract is due and payable upon receipt.

CUSTOMER INITIALS

\$ 150.⁰⁰ 
Original Estimate Approval Signature

\$ _____ X _____
Additional Work Approval Signature

\$ _____ X _____
Additional Work Approval Signature


X Signature Approval

11/5/2019

Fwd: Update: MFRs: 04 September 2019: Ref Cross Country Sears Home Warranty Case -Sawallesh

18-23538-shl Doc 6390 Filed 01/21/20 Entered 01/23/20 12:30:14 Main Document

Subject: **Fwd: Update: MFRs: 04 September 2019: Ref Cross Country Sears Home Warranty Case -Sawallesh**

Date: 9/4/2019 10:38:11 AM Eastern Standard Time
From: pentagonmaverick@aol.com
To: cesaw@crosscountry-home.com
Cc: Sheryl.Fountain@freshfromflorida.com

Dear Ms. Esaw:

Ref our phone conversation today - 04 September 2019, 0930-0952.

I agreed to accept the \$75 "claim" for the cost of the plumber to come to my home in Valrico, FL.

Due to a plumber misdiagnosis, I offered to settle the \$839 Sears Home Warranty annual premium at 75% which is \$629. Ed from the CrossCountry Membership Department is supposed to call me in about an hour. That would be about 11:00 am.

I have a photo(s) of the plumber reported deck/slab water pipe leak area - IMG_5429.JPF, July 2018. The plumber said that I do not have to turn off the water. That was another major error on his part!

Thank you,

V/r,

Robert F. Sawallesh
813-654-3900

From: pentagonmaverick@aol.com
To: cesaw@crosscountry-home.com
Cc: Sheryl.Fountain@freshfromflorida.com
Sent: 9/3/2019 6:17:46 PM Eastern Standard Time
Subject: Fwd: Update: MFRs: 03 September 2019: Ref Cross Country Sears Home Warranty Case -Sawallesh

Dear Ms. Esaw:

Update: 03 September 2019

Today I called you and left messages for you to please call me. I called you at the following hours:

9:10 am
3:16 pm
3:52 pm
4:26 pm

Today I received a phone message from you at 1:14 pm stating to please call you at 800-327-9787 x 44411. You stated that this was the final account(?). Today at 1:14 my wife and I were at the doctors office.

To take the initiative, I will call you at 9:30 am on Wednesday, 04 September 2019. If 9:30 am is not convenient for you, please send me an Email as to what time is the best for you. I cannot emphasize enough, that this is an extremely serious misdiagnosis plumbing case. I invite you to call USAA regarding the cost of this insurance case.

Thank you,

Robert Sawallesh
813-654-3900

Enc/-5-1

From: pentagonmaverick@aol.com
To: cesaw@crosscountry-home.com
Cc: Sheryl.Fountain@freshfromflorida.com
Sent: 9/1/2019 2:02:10 PM Eastern Standard Time
Subject: Fwd: Update: MFRs: 30 August 2019: Ref Cross Country Sears Home Warranty Case -Sawallesh

Dear Ms Esaw:

Update:

On 30 August 2019 at 12:45 pm I received a phone message from Fanisha Smith, Sears Home Warranty Support Center. That is roughly two hours & 41 minutes after I spoke to her. She received a copy of the below Email. She clearly gave the phone number to call her back. The number is 800-327-9787 x44411. She stated her office will be closed on Monday, Memorial Day. She really meant to say Labor Day. Hence, I will call her back on Tuesday if Hurricane Dorian is not a problem.

Thank you,

V/r,

Robert F. Sawallesh
813-654-3900

From: pentagonmaverick@aol.com
To: cesaw@crosscountry-home.com
Cc: Sheryl.Fountain@freshfromflorida.com
Sent: 8/30/2019 11:43:37 AM Eastern Standard Time
Subject: MFRs: 30 August 2019: Ref Cross Country Sears Home Warranty Case -Sawallesh

Dear Ms. Esaw:

References:

Cross Country Sears Home Warranty Diagnosis for Plumbing Issue: SCCL7QVB3M-1.
Complaint Against Sears: Sawallesh - State of Florida Office of Consumer Affairs: File No: 1906-29585 / SAF .
Sawallesh Documents on Sears Plumbing Misdiagnosis to Ms. Esaw via Email on 28 August 2019.

Memorandum for Record - 30 August 2019

On Thursday, 29 August 2019, at 3:51 pm, I received a phone message from "sounded like cher-reece" of Cross Country Sears Home Warranty Center.

She asked me to give her a call a 800-327-9787-44111 in regards to the plumbing issue. The lady spoke slowly and when she got to the phone number she spoke extremely fast and I had to listen to the number numerous times to hopefully get it right. The extension is 44111 or maybe 444111.

On Friday, 30 August 2019, at 9:48 am I called 800-327-9787. The recording stated I had reached HMS Real Estate Support Division. This is really confusing. I called back. I pressed "1" for customer assistance. I told Francis that this had to do Sears Home warranty and she told me that my Sears Home Warranty was cancelled [not renewed]. I spoke to Francis and she contacted 44111 for me and said that 44111 was not responding. I said that this had to do with a Sears Home warranty complaint. She said

End-5-2

18-23538-shl Doc 6390 Filed 01/21/20 Entered 01/23/20 12:30:14 Main Document
the lady at 44111 was Fanisha Smith. Francis asked me to call back in 30 minutes to one
hour and that she would leave a message for Fanisha Smith to call me. The call ended at
9:58.

On Friday, 30 August 2019 at 10:52 am I again called 800-327-9787. I spoke to Saneana
and he put me on brief hold. I then spoke to Fanisha Smith and explained that I sent
documents on a complaint to Cross Country. At 10:56 am Fanisha Smith transferred me
to Claims. At 11:03 am I spoke to Maria in Claims and she does not have access the
documents I sent to Cross Country. At 11:03 am Maria transferred me to Customer
Service. Once Maria transferred me I hung up as I felt that I was on a "Cross Country,
Inc Merry Go-Round." The call ended at 11:06 am.

V/r,

Robert F. Sawallesh
813-654-3900

Encl-53



Robert & Sawallesh
2541 BRIMHOLLOW DR
VALRICO FL 33596

INVOICE NO.	INVOICE DATE	DESCRIPTION	DISCOUNT AMOUNT	NET AMOUNT
CCCM9X950A3B	09/04/19	SCCL7QVB3M-1 Ref CCCM9X950A3B	0.00	75.00
CHECK NUMBER	DATE	VENDOR NO.	NAME	TOTAL AMOUNT
0005144923	09/06/19	2605342	Robert & Sawallesh	\$75.00

WARNING: THIS DOCUMENT CONTAINS SEVERAL DOCUMENT SECURITY FEATURES



Authorized Signature

DO NOT CASH IF THE WORD VOID IS VISIBLE • SEE REVERSE SIDE FOR LIST OF SECURITY FEATURES

190005-4492311 400000-228678111

Encl-6-1

11/5/2019

Ref: Sears Home Warranty - Sawallesh Case - \$75 Check Arrived & Concern Ref the \$839 (-) Refund

18-23538-shl Doc 6390 Filed 01/21/20 Entered 01/23/20 12:30:14 Main Document

Subject: **Ref: Sears Home Warranty - Sawallesh Case - \$75 Check Arrived & Concern Ref the \$839 (-) Refund**

Date: 9/13/2019 7:59:02 PM Eastern Standard Time
From: pentagonmaverick@aol.com
To: cesaw@crosscountry-home.com
Cc: Sheryl.Fountain@freshfromflorida.com

MFR - 13 September 2019
\$75 Check Arrived

Dear Ms. Esaw & Mr. "Edward":

Thank you very much for the \$75 check from Cross Country! The check arrived today.

V/r,

Robert F. Sawallesh
813-654-3900

MFR - 12 September 2019

Please forward Email to Mr "Edward"

MFR & Question for Mr. "Edward" (First Name): - 12 September 2019
Mr "Edward's Phone Number: 864-716-5700 x 4150
Mr. "Edward" is with Sears Home Warranty Customer Service

On 12 September 2019 at 1:55 pm I received a phone message from Mr. "Edward." I believe that Mr. "Edward" stated that an Email was sent to us on the morning of 12 September 2019. He asked if we had any concerns or questions on the Email. I checked my Emails very carefully and I have no record of any Email coming from Cross Country on 12 September 2019.

Question for Mr. "Edward": Please resend the Email that you sent as mentioned above and you might double check my Email address. It is pentagonmaverick@aol.com. I am also concerned about the annual Sears Home Warranty fee in which I paid a total of \$839.00. I am requesting a 75% refund which comes to \$629. I listened to your message several times and I believe you stated that an Email was sent to me on the morning of 12 September 2019. I will not delete your message on my phone.

Thank you,

V/r,

Robert F. Sawallesh
813-654-3900

From: pentagonmaverick@aol.com
To: cesaw@crosscountry-home.com
Cc: Sheryl.Fountain@freshfromflorida.com
Sent: 9/6/2019 7:47:27 AM Eastern Standard Time
Subject: Fwd: Update:: 06 September 2019: Ref Cross Country Sears Home Warranty Case -Sawallesh

Dear Ms. Esaw

06 September 2019

Encl-6-2

18-23538-shl Doc 6896 Filed 01/21/20 Entered 01/23/20 12:30:14 how As Document
Per our below conversation on 04 September 2019, Ed was supposed to call me within one hour. As of now, I
have not heard from Ed.
Pg 22 of 30

Also, I called Kintex Plumbing two days ago and the plumber, Marin (first name) is still at Kintex. When he was at our home, I asked him if I should turn off the water, he said "No." This was a serious mistake on his part. I suggest that Cross Country contact Kintex plumbing at 813-444-4990 if you have any doubt on this issue.

Thank you,

V/r,

Robert F. Sawallesh
813-654-3900

From: pentagonmaverick@aol.com
To: cesaw@crosscountry-home.com
Cc: Sheryl.Fountain@freshfromflorida.com
Sent: 9/4/2019 10:38:11 AM Eastern Standard Time
Subject: Fwd: Update: MFRs: 04 September 2019: Ref Cross Country Sears Home Warranty Case - Sawallesh

Dear Ms. Esaw:

Ref our phone conversation today - 04 September 2019, 0930-0952.

I agreed to accept the \$75 "claim" for the cost of the plumber to come to my home in Valrico, FL.

Due to a plumber misdiagnosis, I offered to settle the \$839 Sears Home Warranty annual premium at 75% which is \$629. Ed from the CrossCountry Membership Department is supposed to call me in about an hour. That would be about 11:00 am.

I have a photo(s) of the plumber reported deck/slab water pipe leak area - IMG_5429.JPF, July 2018.
The plumber said that I do not have to turn off the water. That was another major error on his part!

Thank you,

V/r,

Robert F. Sawallesh
813-654-3900

From: pentagonmaverick@aol.com
To: cesaw@crosscountry-home.com
Cc: Sheryl.Fountain@freshfromflorida.com
Sent: 9/3/2019 6:17:46 PM Eastern Standard Time
Subject: Fwd: Update: MFRs: 03 September 2019: Ref Cross Country Sears Home Warranty Case -Sawallesh

Dear Ms. Esaw:

Update: 03 September 2019

Today I called you and left messages for you to please call me. I called you at the following hours:

9:10 am

11/5/2019 3:52 pm
11/5/2019 4:26 pm
Doc 6390 Filed 01/21/20 Entered 01/23/20 12:30:14 Main Document
Pg 23 of 30

Today I received a phone message from you at 1:14 pm stating to please call you at 800-327-9787 x 44411. You stated that this was the final account(?). Today at 1:14 my wife and I were at the doctors office.

To take the initiative, I will call you at 9:30 am on Wednesday, 04 September 2019. If 9:30 am is not convenient for you, please send me an Email as to what time is the best for you. I cannot emphasize enough, that this is an extremely serious misdiagnosis plumbing case. I invite you to call USAA regarding the cost of this insurance case.

Thank you,

Robert Sawallesh
813-654-3900

From: pentagonmaverick@aol.com
To: cesaw@crosscountry-home.com
Cc: Sheryl.Fountain@freshfromflorida.com
Sent: 9/1/2019 2:02:10 PM Eastern Standard Time
Subject: Fwd: Update: MFRs: 30 August 2019: Ref Cross Country Sears Home Warranty Case -Sawallesh

Dear Ms Esaw:

Update:

On 30 August 2019 at 12:45 pm I received a phone message from Fanisha Smith, Sears Home Warranty Support Center. That is roughly two hours & 41 minutes after I spoke to her. She received a copy of the below Email. She clearly gave the phone number to call her back. The number is 800-327-9787 x44411. She stated her office will be closed on Monday, Memorial Day. She really meant to say Labor Day. Hence, I will call her back on Tuesday if Hurricane Dorian is not a problem.

Thank you,

V/r,

Robert F. Sawallesh
813-654-3900

From: pentagonmaverick@aol.com
To: cesaw@crosscountry-home.com
Cc: Sheryl.Fountain@freshfromflorida.com
Sent: 8/30/2019 11:43:37 AM Eastern Standard Time
Subject: MFRs: 30 August 2019: Ref Cross Country Sears Home Warranty Case -Sawallesh

Dear Ms. Esaw:

References:

Cross Country Sears Home Warranty Diagnosis for Plumbing Issue:
SCCL7QVB3M-1.

Encl-6-4

Complaint Against Sears: Sawallesh State of Florida Office of
Consumer Affairs: File No: 1906-295857 SAF of 30

Sawallesh Documents on Sears Plumbing Misdiagnosis to Ms. Esaw via
Email on 28 August 2019.

Memorandum for Record - 30 August 2019

On Thursday, 29 August 2019, at 3:51 pm, I received a phone message from "sounded like cher-reece" of Cross Country Sears Home Warranty Center.

She asked me to give her a call a 800-327-9787-44111 in regards to the plumbing issue. The lady spoke slowly and when she got to the phone number she spoke extremely fast and I had to listen to the number numerous times to hopefully get it right. The extension is 44111 or maybe 444111.

On Friday, 30 August 2019, at 9:48 am I called 800-327-9787. The recording stated I had reached HMS Real Estate Support Division. This is really confusing. I called back. I pressed "1" for customer assistance. I told Francis that this had to do Sears Home warranty and she told me that my Sears Home Warranty was cancelled [not renewed]. I spoke to Francis and she contacted 44111 for me and said that 44111 was not responding. I said that this had to do with a Sears Home warranty complaint. She said the lady at 44111 was Fanisha Smith. Francis asked me to call back in 30 minutes to one hour and that she would leave a message for Fanisha Smith to call me. The call ended at 9:58.

On Friday, 30 August 2019 at 10:52 am I again called 800-327-9787. I spoke to Saneana and he put me on brief hold. I then spoke to Fanisha Smith and explained that I sent documents on a complaint to Cross Country. At 10:56 am Fanisha Smith transferred me to Claims. At 11:03 am I spoke to Maria in Claims and she does not have access the documents I sent to Cross Country. At 11:03 am Maria transferred me to Customer Service. Once Maria transferred me I hung up as I felt that I was on a "Cross Country, Inc Merry Go-Round." The call ended at 11:06 am.

V/r,

Robert F. Sawallesh
813-654-3900

Encl-6-5

Subject: 18-23538-shl Doc 6390 Filed 01/21/20 Entered 01/23/20 12:30:14 Main Document
Fwd: Subject: Ref: Sears Home Warranty - Sawallesh Case - Resolution for the Sears
Homeowners Annual Fee
Date: 10/15/2019 10:35:22 AM Eastern Standard Time
From: pentagonmaverick@aol.com
To: Sheryl.Fountain@freshfromflorida.com

FYI

From: pentagonmaverick@aol.com
To: cesaw@crosscountry-home.com
Cc: heryl.Fountain@freshfromflorida.com
Sent: 9/30/2019 3:27:10 PM Eastern Standard Time
Subject: Fwd: Subject: Ref: Sears Home Warranty - Sawallesh Case - Resolution for the Sears Homeowners Annual Fee

MFR - Monday, 30 September 2019

Thru Ms. Esaw to Mr. "Edward" (864-716-5700 x4150) of Cross Country Sears Home Warranty.

Mr. "Edward", I called your number today at 3:20 pm and left a message for you to please call me, What time do you want me to call you? Have you reached a resolution on the annual fee for the Sears Home Warranty. I am willing to settle for \$629. Thank you.

V/r,

Bob Sawallesh
813-654-3900

From: pentagonmaverick@aol.com
To: cesaw@crosscountry-home.com
Sent: 9/23/2019 11:12:17 AM Eastern Standard Time
Subject: Fwd: Subject: Ref: Sears Home Warranty - Sawallesh Case - Resolution for the Sears Homeowners Annual Fee

MFR - Monday, 23 September 2019

Thru Ms. Esaw to Mr. "Edward" (864-716-5700 x4150) of Cross Country Sears Home Warranty.

I called Mr. "Edward" at (864-716-5700 x4150) 11:01 am on Monday, 23 September 2019 and asked if there has been a resolution on the Sears annual home warranty. The annual fee was \$839 and I am offering to settle at \$629. Per phone message at the aforementioned time, I gave Mr. "Edward" my phone number to call me back and I requested that "Mr. Edward" send me an Email as to what time he would like me to call him back.

V/r,

Bob Sawallesjh
813-654-3900

From: pentagonmaverick@aol.com
To: cesaw@crosscountry-home.com
Cc: Sheryl.Fountain@freshfromflorida.com
Sent: 9/19/2019 11:21:16 AM Eastern Standard Time

Enc-7-1

18:23:58:shl Doc 6390 Filed 01/21/20 Entered 01/23/20 12:38:04 Cancel Main Document
Subject: Subject: Ref: Sears Home Warranty - Sawallesh Case - \$75 Check Arrived & Canceled
Ref the \$839 (-) Refund: MFR Pg 26 of 30

Thru Ms. Esaw to Mr. "Edward" (864-716-5700 x4150) of Cross Country Sears Home Warranty.

MFR - 19 September 2019

Again, thank you very much for the \$75.00 check which arrived on 13 September 2019..
Today at 10:57 am I left a message for Mr. "Edward" to please give me a call. What is the
resolution on the \$839.00 annual Sears Home Warranty? As you know, I have offered to settle
at <75%> which is \$629. I consider this more than fair when you consider that the plumber
(Marin) should have told me to turn the water off. I asked him if I should turn the water off, and
he said "No."

Please note that Marin, the plumber, is still with Kintex Plumbing and I urge you to give him a
call.

If you call and I am not at home, please tell me what time that you would like me to call you.

Thank you.

V/r,

Bob Sawallesh

Encl-7-2

18-23538-shl Doc 6390 Filed 01/21/20 Entered 01/23/20 12:30:14 Main Document
Subject: **Ref: Sears Home Warranty - Sawalles Case - Resolution for the Sears Homeowners Annual Fee**
pg 27 of 30

Date: 10/15/2019 10:34:18 AM Eastern Standard Time
From: pentagonmaverick@aol.com
To: cesaw@crosscountry-home.com
Cc: Sheryl.Fountain@freshfromflorida.com

MFR - Tuesday, 15 October 2019

Thru Ms. Esaw to Mr. "Edward" (864-716-5700 x4150) of Cross Country Sears Home Warranty.

I called Mr. "Edward" at (864-716-5700 x4150) 10:20 am on Tuesday, 15 October 2019 and asked if there has been a resolution on the Sears annual home warranty. The annual fee was \$839 and I am offering to settle at \$629. Per phone message at the aforementioned time, I gave Mr. "Edward" my phone number to call me back and I requested that "Mr. Edward" send me an Email as to what time he would like me to call him back. I have left numerous phone messages with Mr. "Edward" and thus far he has not returned my call nor sent me an Email.

V/r,

Bob Sawallesjh
813-654-3900

Encl-7-3

18-23538-shl Doc 6390 Filed 01/21/20 Entered 01/23/20 12:30:14 Main Document
Subject: Fwd: Ref: Sears Home Warranty - Sawallesh Case - Request Statement Via Email
Pg 28 of 30

Date: 10/15/2019 4:50:28 PM Eastern Standard Time

From: pentagonmaverick@aol.com

To: cesaw@crosscountry-home.com

Cc: Sheryl.Fountain@freshfromflorida.com

MFR - Tuesday, 15 October 2019, 4:37 pm

Thru Ms. Esaw to Mr. "Edward" (864-716-5700 x4150) of Cross Country Sears Home Warranty.

(Today at 3:13 pm, Mr "Edward" left a phone message for me and stated that there is nothing that he can do and there is no further refund due.)

(At 4:29 pm I left a phone message for Mr "Edward" (864-716-5700 x4150) and requested that he provide his phone message statement in an Email to me. My Email is < pentagonmaverick@aol.com >.)

Thank you,

V/r,

Robert (Bob) Sawallesh
813-654-3900

From: pentagonmaverick@aol.com

To: cesaw@crosscountry-home.com

Cc: Sheryl.Fountain@freshfromflorida.com

Sent: 10/15/2019 10:34:18 AM Eastern Standard Time

Subject: Ref: Sears Home Warranty - Sawallesh Case - Resolution for the Sears Homeowners Annual Fee

MFR - Tuesday, 15 October 2019

Thru Ms. Esaw to Mr. "Edward" (864-716-5700 x4150) of Cross Country Sears Home Warranty.

I called Mr. "Edward" at (864-716-5700 x4150) 10:20 am on Tuesday, 15 October 2019 and asked if there has been a resolution on the Sears annual home warranty. The annual fee was \$839 and I am offering to settle at \$629. Per phone message at the aforementioned time, I gave Mr. "Edward" my phone number to call me back and I requested that "Mr. Edward" send me an Email as to what time he would like me to call him back. I have left numerous phone messages with Mr. "Edward" and thus far he has not returned my call nor sent me an Email.

V/r,

Bob Sawallesjh
813-654-3900

Encl-7-4

Subject: Fwd: Ref: Sears Home Warranty - Sawallesh Case - Sears Bankruptcy Federal Judge
Date: 1/13/2020 5:30:03 PM Eastern Standard Time
From: pentagonmaverick@aol.com
To: cesaw@crosscountry-home.com
Cc: Sheryl.Fountain@freshfromflorida.com

13 January 2020

For Sears/Cross Country Home Warranty, FYI: Thank you very much for a check for \$75 which is for the first claim. I also submitted a claim for \$629 which is 75% of the annual cost of the annual home warranty. By telephone, Cross Country denied this claim, but will not put this denial in writing.

Therefore, on 14 January 2020, I will forward a claim against Sears Holding Corporation and the claim will go to the Federal Court Bankruptcy Judge. A complete history of this case is in the claim packet.

For State Government of Florida: Thank you for your great help on this case! File No: 1906-29585 / SAF. You probably will close this case now if you have not already closed it .

For Chairman and CEO of Sears Holding Corporation. I never received a response to my letter which your corporation received on 15 November 2019. Signed mail receipt appears to be by Derrick Braeford.
A copy of this Email is being forwarded to you by regular mail.

V/r,

Robert F. Sawallesh
Valrico, FL

From: pentagonmaverick@aol.com
To: cesaw@crosscountry-home.com
Cc: Sheryl.Fountain@freshfromflorida.com
Sent: 10/15/2019 4:50:28 PM Eastern Standard Time
Subject: Fwd: Ref: Sears Home Warranty - Sawallesh Case - Request Statement Via Email

MFR - Tuesday, 15 October 2019, 4:37 pm

Thru Ms. Esaw to Mr. "Edward" (864-716-5700 x4150) of Cross Country Sears Home Warranty.

Today at 3:13 pm, Mr "Edward" left a phone message for me and stated that there is nothing that he can do and there is no further refund due.

At 4:29 pm I left a phone message for Mr "Edward" (864-716-5700 x4150) and requested that he provide his phone message statement in an Email to me. My Email is < pentagonmaverick@aol.com >.

Thank you,

V/r,

Robert (Bob) Sawallesh
813-654-3900

From: pentagonmaverick@aol.com
To: cesaw@crosscountry-home.com
Cc: Sheryl.Fountain@freshfromflorida.com

Sent: 10/15/2019 10:34:18 AM Eastern Standard Time

Subject: Ref: Sears Home Warranty - Sawalles Case - Resolution for the Sears Homeowners Annual Fee

MFR - Tuesday, 15 October 2019

Thru Ms. Esaw to Mr. "Edward" (864-716-5700 x4150) of Cross Country Sears Home Warranty.

I called Mr. "Edward" at (864-716-5700 x4150) 10:20 am on Tuesday, 15 October 2019 and asked if there has been a resolution on the Sears annual home warranty. The annual fee was \$839 and I am offering to settle at \$629. Per phone message at the aforementioned time, I gave Mr. "Edward" my phone number to call me back and I requested that "Mr. Edward" send me an Email as to what time he would like me to call him back. I have left numerous phone messages with Mr. "Edward" and thus far he has not returned my call nor sent me an Email.

V/r,

Bob Sawallesjh
813-654-3900